



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES





***Cal* OES**

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State 9-1-1 Advisory Board

March 7, 2018

9:00 a.m.

Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Patrick J. Mallon, Governor’s Office of Emergency Services (CalOES)
- Chief Scott Howland, California Highway Patrol (CHP)
- Charles Berdan, Association of Public-Safety Communication Officials (APCO)
- Charles Cullen, California National Emergency Number Association (CALNENA)
- Paul Troxel, California National Emergency Number Association (CALNENA)
- James W. Mele, California State Sheriffs’ Association (CSSA)
- Kory Honea, California State Sheriffs’ Association (CSSA)
- Michael Miller, California Fire Chiefs Association (CFCA)
- Chris Herren, California Fire Chiefs Association (CFCA)
- Chief John Peters, California Police Chiefs Association (CPCA)
- Chief Craig Carter, California Police Chiefs Association (CPCA)

Establishment of quorum

Item 2: Approval of Meeting Minutes

Meeting Minutes

December 21, 2017

- *Meeting held in Mather, California*

Item 3: Closed Session

Government Code Section 11126(e):

The State 9-1-1 Advisory Board may meet to consider possible and pending litigation, personnel matters and 9-1-1 outage information in a session closed to the public pursuant to attorney-client privilege and statutory exception to the Bagley-Keene Open Meeting Act.

Item 4: Emergency Alerts and Warning Systems

Sheriff Brian Martin, Lake County will provide information regarding California's Emergency Alert and warning systems.

Item 5: Legislative Update

Mr. Reggie Salvador, Chief, Cal OES Legislative & External Affairs will provide information regarding legislation that may impact California's 9-1-1 system.

Item 5: Legislative Update

Mr. Reggie Salvador, Chief, Cal OES Legislative & External Affairs will provide information regarding legislation that may impact California's 9-1-1 system.

Item 5-1: Legislative Update

1) SETNA Trailer Bill Language

- A fixed surcharge on both voice and data subscriptions for any device that can access the 9-1-1 system.
- The fixed surcharge to be a per monthly charge to be set annually.
- Proposed surcharge to be no less than 5 cents and no greater than 50 cents.
- The intent is to access a surcharge to all communication methods that can be used to receive emergency services using 9-1-1 to include voice and data connections.
- This will enable the State to simultaneously pay for the legacy 9-1-1 system & Next-Gen 9-1-1 build-out
- Funding model can be adjusted without the need to introduce new legislation and the funding model has the potential to remain viable for the next several decades.

Item 5-2: Legislative Update

FEDERAL LEGISLATION

HR 582 Kari's Law Act of 2017 (*Signed by President 2/16/18*)

- Amends the Communications Act; requires multiline telephone systems to have a configuration that permits users to directly initiate a call to 9-1-1 without dialing any additional digit, code, prefix, or post fix.

Item 6: NextGen 9-1-1 Regional Working Groups

Mr. Budge Currier, CA 9-1-1 Branch Manager will provide information regarding the need for NextGen 9-1-1 Regional Working groups.

Item 7: California 9-1-1 Emergency Comm. Branch Report

Mr. Budge Currier, will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch

Item 7-1: California 9-1-1 Emergency Comm. Branch Report

TOPICS

1. California 9-1-1 Call Statistics
2. 9-1-1 Call Answer Time
3. Wireless Technical Routing Analysis Project
4. Wireless Deployment Status
5. Fiscal and Operational Review Status
6. Contract Status
7. Next Gen 9-1-1 Update
8. Status of SETNA

Item 7-2: California 9-1-1 Call Statistics

2017 Total 9-1-1 Calls: 28,129,927

- 80% Wireless
- 15% Wireline
- 4% Voice over IP
- 1% Other to include Telematics
- ~ 18,200 Text

2016 Total 9-1-1 Calls: 28,507,534

- 80% Wireless
- 16% Wireline
- 3% Voice over IP
- 1% Other to include Telematics
- ~ 5000 Text

Item 7-3: Call Answer Time

- Letter sent to PSAPs if below 85% of calls answered in 15 seconds
- Responses received by all 24 PSAPs that were sent a letter
- Goal of letter is to start collaborative process and provide assistance needed to meet standard
- Reported contributing factors are shown below

Contributing Factors	Number (%) of Responses
Equipment Related	5 (21%)
Lack of Staffing	22 (92%)
Vacancy Rate:	
Not Reported	5
No Vacancies	3
Less than 10%	5
Between 10 and 20%	6
Greater than 20%	5
Increased Workload	11 (46%)
Other	4 (17%)

Item 7-4: Call Answer Time (continue)

Call Answer Time Improvement

The following illustrates current data from December 2017 and January 2018

- 16 PSAPs showed improvement in both December and January
- 5 PSAPs showed improvement in one of the two months
- 2 PSAPs met the standard in January
- 2 PSAPs met the standard both months
- 2 PSAPs have equipment related issues affecting data collection

Item 7-5: Call Answer Time (continue)

Call Answer Time Success Story

Sacramento PD

Before

- Sacramento PD call transfer time from CHP averaged 57 seconds
- 82% of 9-1-1 calls were answered in 15 seconds or less

Action

- July 2017 Cal OES notified PSAP and City Officials of non-compliance
- October 2017 Sacramento PD accepts wireless 9-1-1 calls directly
- City Council approved ten new 911 call taker dispatcher positions
- City Council approved PEPRA waiver to return retirees for call taking
- Chief Hahn authorized overtime and officers to assist
- Chief Hahn authorized assignment of light duty officers to 911 center
- Accelerated training of new hires with emphasis on call taking

Results

January 2018 Sacramento PD exceeds Call Answer Time Standard



Item 7-6: Wireless Technical Routing Analysis Project (WTRAP)

County	Total Reviewed	Total Reroute	PSAP to CHP	PSAP to PSAP	CHP to PSAP	CHP to CHP	Routing % Change
Alpine	51	4	0	0	4	0	7.84%
Butte	1,291	66	26	10	29	1	5.11%
Colusa	218	3	3	0	0	0	1.38%
Del Norte	229	22	0	0	22	0	9.61%
El Dorado	1,856	55	8	0	18	29	2.96%
Glenn	271	1	0	0	1	0	0.37%
Humboldt	1,451	160	20	11	129	0	11.03%
Mendocino	890	26	19	0	7	0	2.92%
Nevada	860	149	43	104	2	0	17.33%
Placer	4,680	411	175	138	98	0	8.78%
Sacramento	10,808	3,144	141	89	2,898	16	29.09%
Shasta	1,148	95	19	6	70	0	8.28%
Siskiyou	616	35	10	0	25	0	5.68%
Sutter	631	40	13	14	13	0	6.34%
Tehama	521	11	8	0	3	0	2.11%
Trinity	82	3	0	0	3	0	3.66%
Yolo	1,981	159	46	12	91	10	8.03%
Yuba	552	31	4	0	15	12	5.62%
Total	28,136	4,415	535	384	3,428	68	15.69%

WTRAP status for the 4th Quarter of calendar year 2017



Item 7-7: Wireless Technical Routing Analysis Project (WTRAP)

Quarter	Total Reviewed	Total Reroute	PSAP to CHP	PSAP to PSAP	CHP to PSAP	CHP to CHP	Routing % Change
Q1	90,762	10,117	1,680	1,003	7,149	275	11.15%
Q2	142,306	15,591	2,417	2,415	10,372	385	10.96%
Q3	69,378	5,088	941	597	3,399	152	7.33%
Q4	28,136	4,415	535	384	3,428	68	15.69%
Grand Total	330,582	35,211	5,573	4,399	24,348	880	11.28%

Next step is to work with Wireless carriers to complete the reroutes

WTRAP status for calendar year 2017

Item 7-8: Wireless Deployment Status

All agencies in California are taking wireless 9-1-1 calls.

Item 7-9: Fiscal and Operational Review Status

FISCAL AND OPERATIONAL REVIEW STATUS (FORS)

Quarter	FORS Completed
May 1 – June 30	8
July 1 – September 30	25
October 1 – December 31	38
Q1 2018	17 (as of 2/26/18)

1. What is a Fiscal and Operational Review (FOR)?

- Part of the CA 9-1-1 Branch’s statutory requirement to monitor all 9-1-1 emergency telephone systems
- PSAP Advisor will help each PSAP with funding, CPE replacement, training allotment, operational and technical standards, and more.
- PSAP Advisor is a resource and an advocate for PSAP
- Goal is to visit each PSAP at least once every 3-5 years
- Contact Alicia if you need us to come sooner!

2. Approximately 30 FORs are being scheduled and completed during each quarter of the year.

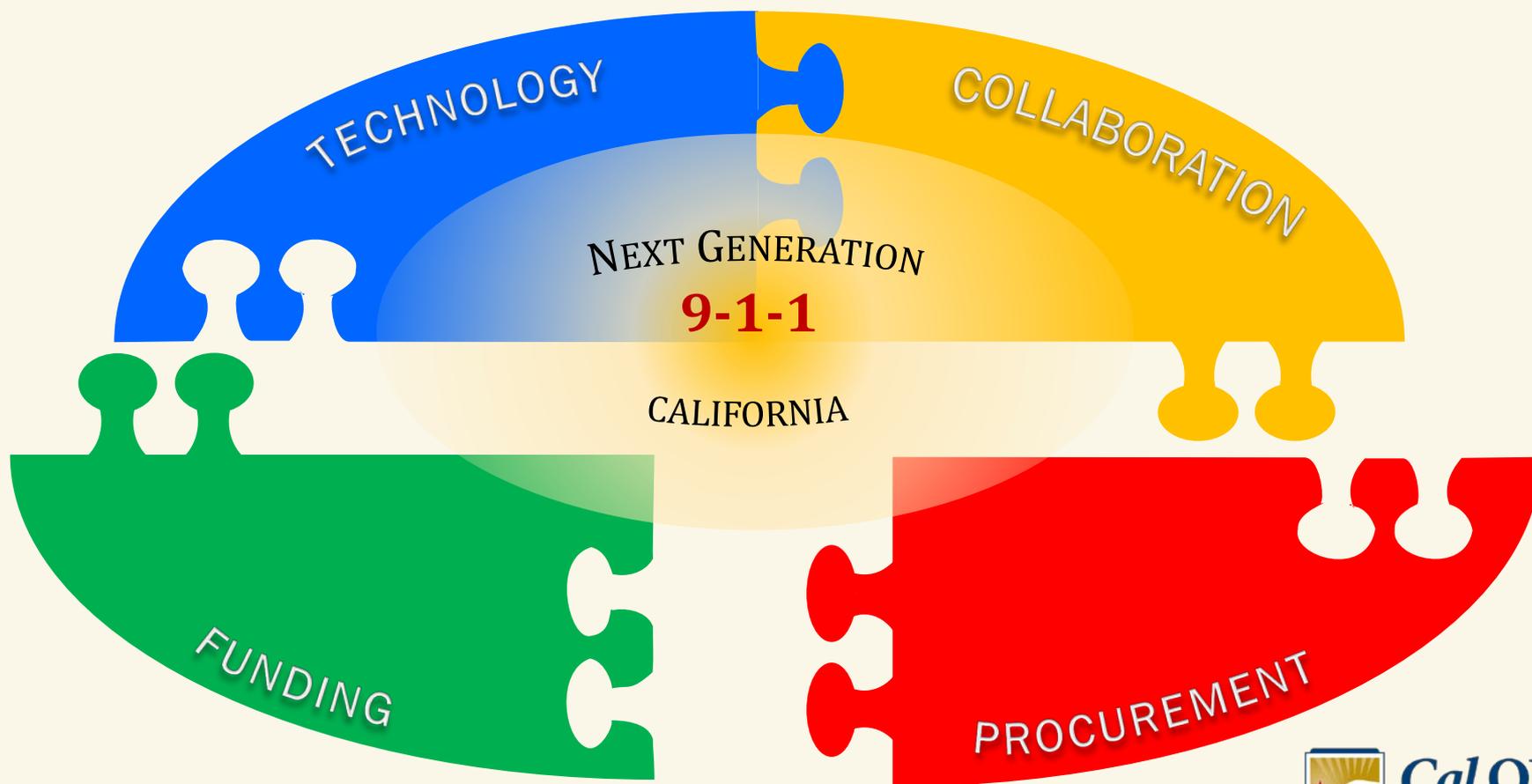


Item 7-10: Contract Status

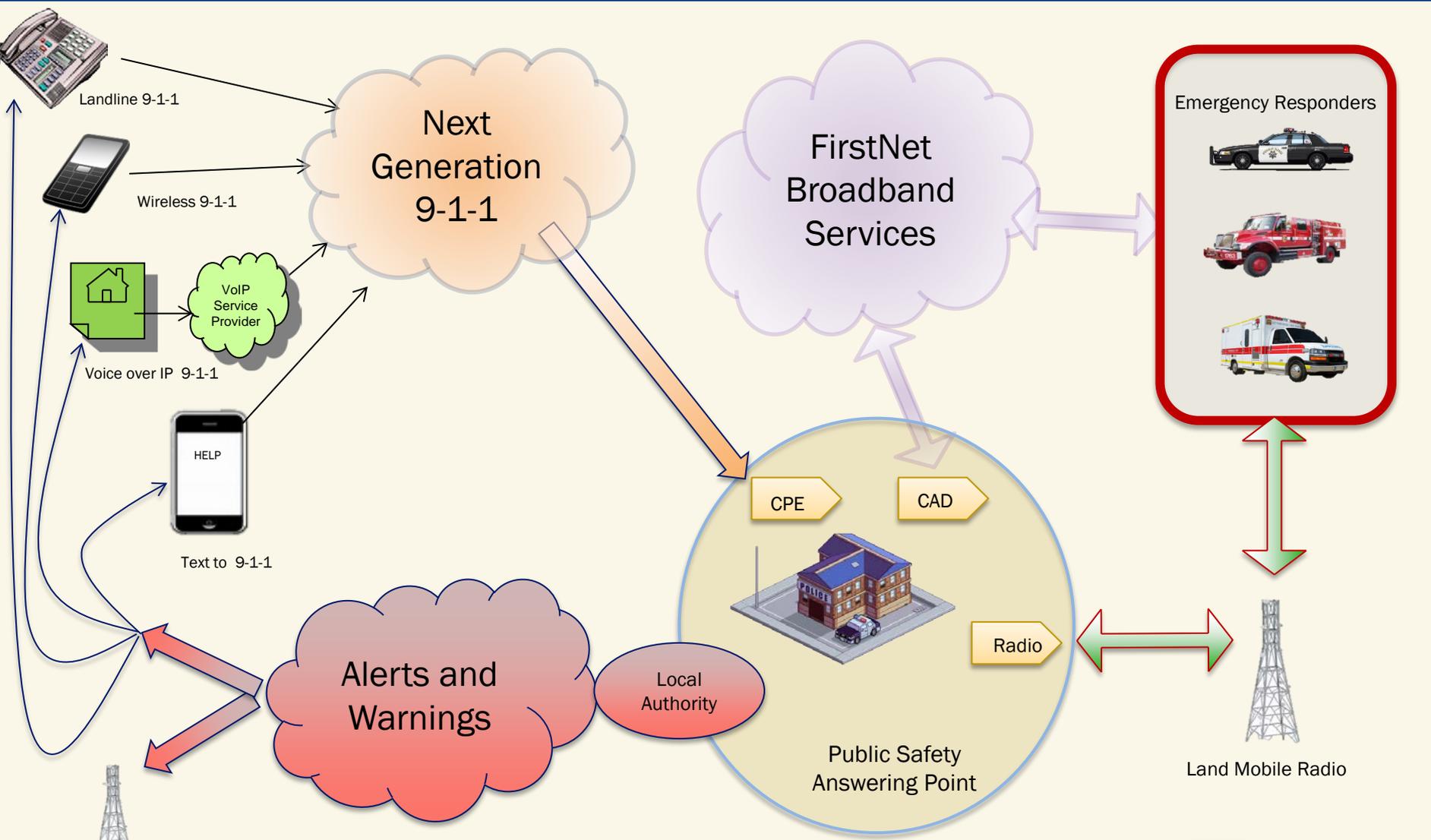
CONTRACTS

1. Foreign Language Contract
 - Contract awarded to Voiance. Foreign language interpretation service to be available to PSAPs by March 15
2. NG 9-1-1 IFB
 - NG 9-1-1 ESInet for Northeastern California pending Tariff / CPCN
 - ESInet for Pasadena RING – On Schedule for active 9-1-1 calls in April 2018
3. Text-to-911 IFB
 - Contract cancelled due to requirement that all 9-1-1 services must be tariffed
 - Contract extension scheduled to be in place by March 2018
4. NG 9-1-1 Transition
 - Tariff development underway to support Next Gen 9-1-1 services

Next Gen 9-1-1 in California



Item 7-12: Next Gen 9-1-1 Update (continue)



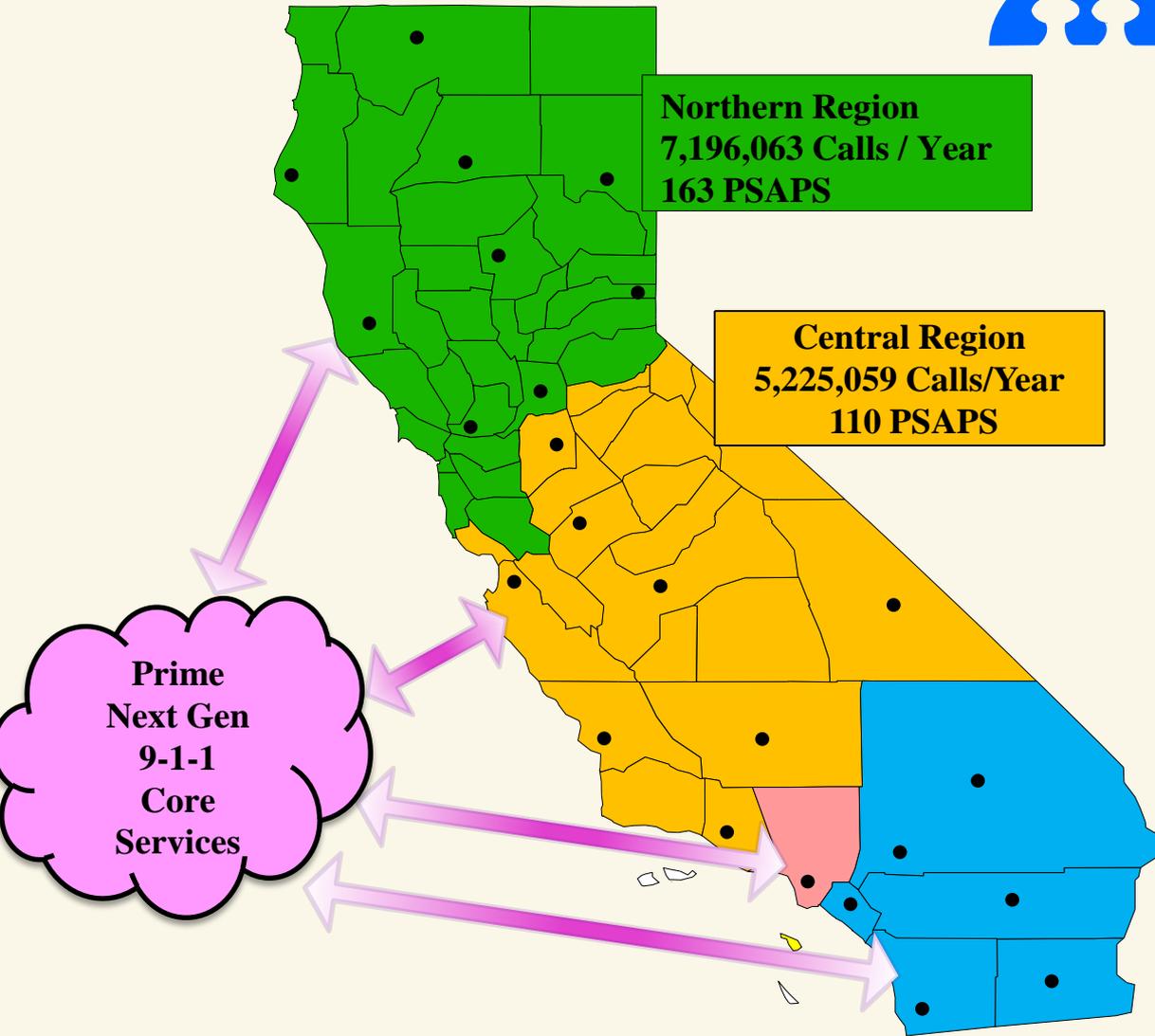
Broadcast Message

Slide 24

CPE – Customer Premise Equipment used to answer 9-1-1 calls
 CAD – Computer Aided Dispatch used to dispatch emergency responders
 LMR – Land Mobile Radio used for mission critical voice communications



Next Gen 9-1-1 Core Services Regional Map



Northern Region
7,196,063 Calls / Year
163 PSAPS

Central Region
5,225,059 Calls/Year
110 PSAPS

Los Angeles Region
8,677,850 Calls/Year
79 PSAPS

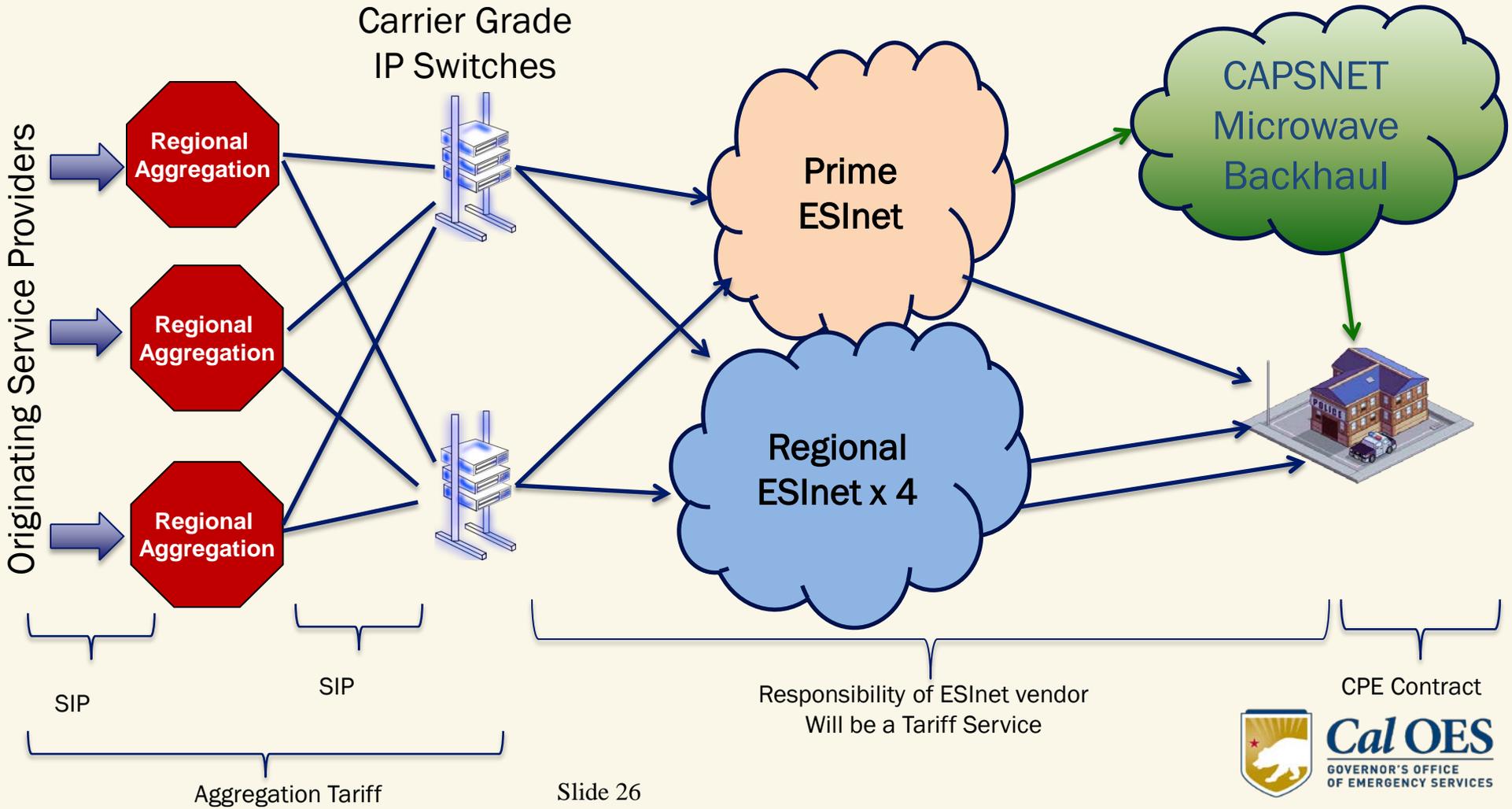
Southern Region
7,195,801 Calls/Year
89 PSAPS

Map Depicts:

- 58 Counties
- 24 CHP Communications Centers (■)
- 4 Defined ESInet Regions plus Prime

All four identified regions shall have the capability to interconnect to all other regions.

Item 7-14: Next Gen 9-1-1 Update (continue)

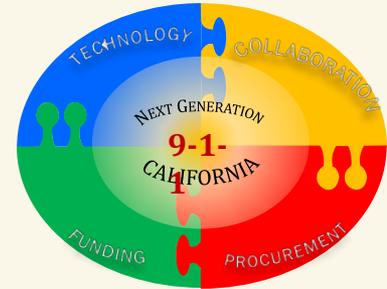


Procurement Plan



- Existing 9-1-1 system is procured through Tariff
- Nov 2017 CPUC guidance:
 - 9-1-1 network services & NG9-1-1 delivery must be tariffed in California
 - All 9-1-1 services must have a Tariff
- Four major areas that Cal OES has defined
 - Transitional Services – Legacy to Next Gen 9-1-1
 - Next Generation 9-1-1 Core Services
 - NG 9-1-1 Trunk Services
 - 9-1-1 Call Aggregation Services
- Working through additional details

Deployment Timeline



- Prime ESInet – **Sept** 2018 – **Sept** 2020
- Northern ESInet – **Oct** 2018 – **Oct** 2020
- LA County – **Nov** 2018 – **Nov** 2020
- Southern ESInet – Jan 2019 – Jan 2021
- Central ESInet – Mar 2019 – Mar 2021
- All selective routers decommissioned - 2022

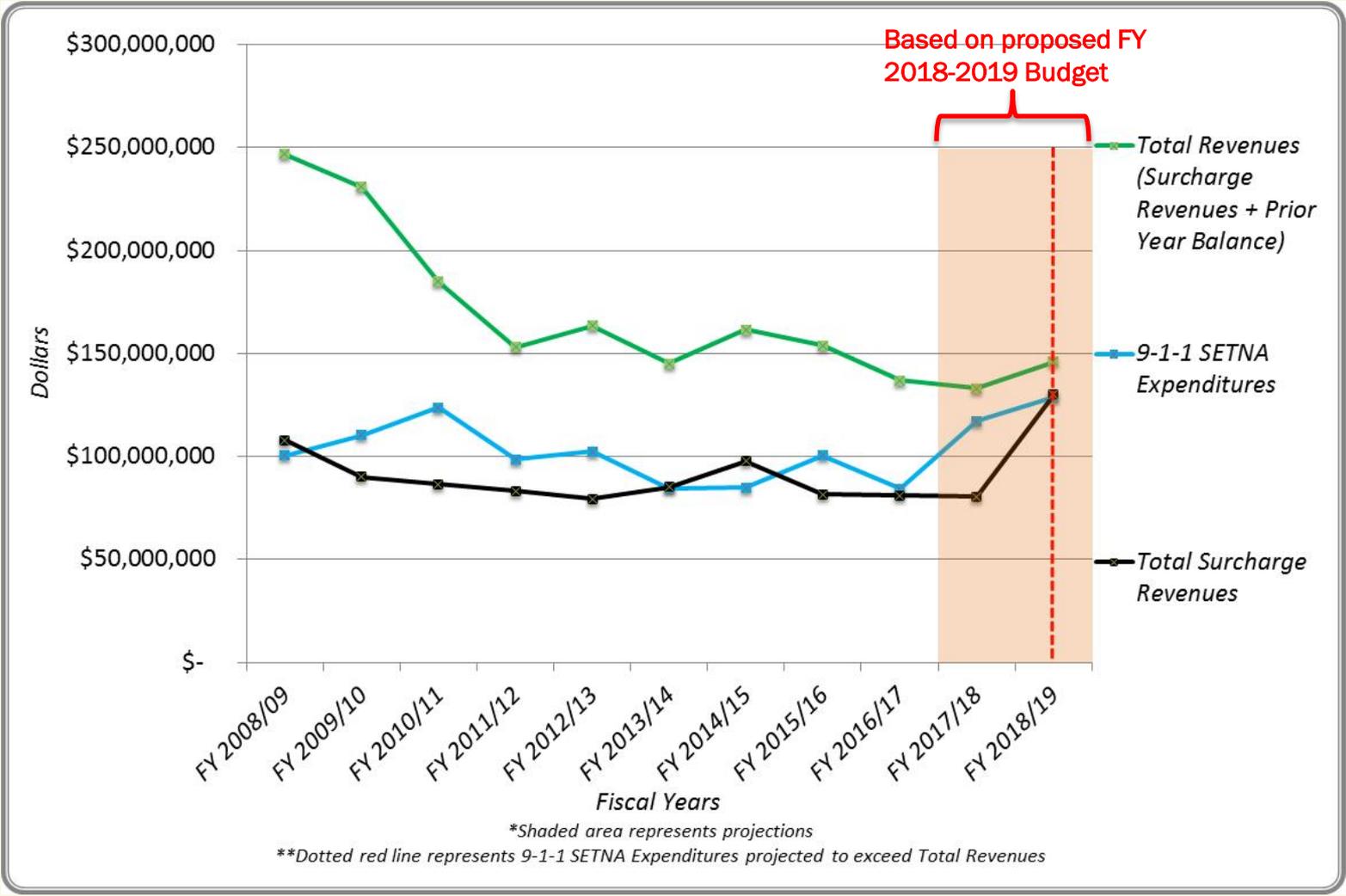
Item 7-17: Status of SETNA

What will it cost?



Year	Legacy 9-1-1 Costs	NG9-1-1 Costs	Estimated Total
FY 2017-18	\$104,446,000	\$10,000,000	\$114,446,000
FY 2018-19	\$103,123,384	\$25,000,000	\$128,123,384
FY 2019-20	\$94,441,114	\$44,000,000	\$138,441,114
FY 2020-21	\$75,010,114	\$66,000,000	\$141,010,114
FY 2021-22	\$64,110,114	\$88,000,000	\$152,110,114
FY 2022-23	\$59,641,114	\$97,020,000	\$156,661,114

Item 7-18: Status of SETNA



Item 7-19: Status of SETNA

0022 - State Emergency Telephone Number Account	2016/2017	2017/2018	2018/2019
Beginning Balance	\$53,480,000*	\$52,640,000	\$16,071,000
Total Revenues Transfers, and other adjustment	\$81,078,000	\$80,551,000	\$130,015,000
Total Resources	\$136,980,000	\$133,191,000	\$146,086,000
Total Expenditures and Expenditure Adjustments	\$84,340,000	\$117,120,000	\$128,743,000
Fund Balance	\$52,640,000	\$16,071,000	\$17,343,000

- The above revenues and expenditures are taken from the Fund Condition Statement provided by the Department of Finance and include items in the Governor's proposed FY 2018-2019 Budget**
- Item(*) in bold is actual balance**

Updated Funding Plan



- Submitted Budget Change Proposal as part of Governor's FY 2018 Budget
 - Stop gap to provided necessary funding
 - Ensures 9-1-1 Branch has long term sustainability
- Submitted trailer bill language to change SETNA funding model
 - Removes technology specific language and reliance on Intrastate voice revenue
 - Relies upon data currently available
 - Proposes surcharge for all devices that can access 9-1-1

How will Funding affect PSAP



- If Governor's Budget approved
 - Provides funding needed to sustain 9-1-1 today
 - Provides funding needed to build out Next Gen 9-1-1
 - Provides stable funding model needed for planning
- What can you do to help?
 - Contact 9-1-1 Branch if you have questions
 - Invite your representatives into your PSAP
 - Reach out to associations and organizations for support

Item 8: Long Range Planning Committee Report

LRPC UPDATE

Mr. Charles Cullen will present updates regarding active projects within the Long Range Planning Committee.

Item 9: County Coordinator Task Force

CCTF UPDATE

Ms. Tracey Kesler will present updates regarding projects within the County Coordinator Task Force.

Item 9-1: Text to 9-1-1 Deployment

Deployed Counties/PSAPS	Count
Alameda County (Partial)	2
Butte County	7
Contra Costa County (Partial)	3
Imperial County (partial)	3
Los Angeles County	75
Monterey County (Monterey EC for entire county)	4
Riverside County (partial)	5
San Bernardino County (2 CHPs)	15
San Luis Obispo County	7
San Mateo County (Partial)	9
Santa Clara County (partial)	2
Santa Cruz/San Benito (Partial)	1
CHP Statewide	25
Total	158

Selected TCC	Count
Alameda (Partial)	3
Contra Costa County (Partial)	8
Imperial	1
Kern County	12
Lake County	1
Mendocino County	3
Merced	8
Riverside County (partial)	2
Sacramento (partial)	5
San Francisco	1
San Joaquin (Partial)	2
San Mateo County	3
Santa Clara County	3
Santa Cruz County	1
Shasta County	1
Sutter County (partial)	1
Tehama Coutny (partial)	1
Toulemne County	1
Ventura (partial)	1
Yolo	3
Total	61

Deployed 27 PSAPs since the last AB meeting in December.



Item 9-2: Text to 9-1-1 Deployment

PSAP response to PSAP text to 9-1-1 Deployment Survey	
Total PSAPs Response (out of 447)	356
Total Responses (see below)	
Deployed:	118
Deploy by February, 2018:	47
Deploy by June, 2018:	19
Deploy by December, 2018:	128
Still developing deployment plan:	19

Note some PSAPs have deployed text but did not respond to the survey

Item 10: Agenda Items for Future Meetings

UP-COMING STATE 9-1-1 ADVISORY BOARD MEETINGS

- JUNE 7, 2018
- SEPTEMBER 6, 2018
- DECEMBER 6, 2018

Board requests for matters to be placed on a future agenda.

Item 11: Public Comment

Public Comment

Item 12: Adjourn

Thank you for attending this meeting of the
California State 9-1-1 Advisory Board

General Information:

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